

SAN DIEGO COUNTY CLERK OF THE BOARD OF SUPERVISORS



2005-2006 ANNUAL REPORT





2006-2011 STRATEGIC PLAN

Mission: "To provide the residents of San Diego County with superior County services in terms of quality, timeliness, and value in order to improve the region's quality of life."

Guiding Principles:

- Provide for the safety and well-being of those San Diego communities, families, individuals, and other organizations we serve.
- Preserve and enhance the environment in San Diego County.
- Ensure the County's fiscal stability through periods of economic fluctuations and changing priorities and service demands.
- Promote a culture that values our customers, employees, and partners, and institutionalizes continuous improvement and innovation.

Vision: "A County government that has earned the respect and support of its residents."

Strategic Initiatives

Kids <i>"Improve Opportunities for children."</i>	The Environment <i>"Promote natural resource management strategies to ensure environmental preservation, quality of life, and economic development."</i>	Safe and Livable Communities <i>"Promote safe and livable communities."</i>
<ol style="list-style-type: none"> 1. Encourage behaviors that address children's health issues to help ensure healthy adulthood. 2. Provide quality care, representation, and supportive services for at-risk children to enable and encourage them to succeed. 3. Promote and support family self-sufficiency. 4. Engage youth and their families in enriching activities to help children reach their true potential. 	<ol style="list-style-type: none"> 1. Implement habitat conservation programs. 2. Develop and implement land use planning strategies to balance housing, open space preservation, parks and recreation, and economic development needs to County residents, taxpayers and businesses. 3. Protect, sustain and restore the quality of water and air in the County. 4. Reduce environmental risk through regulation, intergovernmental collaboration, and leveraging public and private resources. 	<ol style="list-style-type: none"> 1. Improve emergency preparedness, response and recovery and mitigation capabilities for both natural and man-made disasters. 2. Improve the safety of our communities by providing a wide range of crime prevention and intervention services, quality investigations, responsive law enforcement and legal representation, as well as secure supervision and detention services. 3. Promote the health, well being, and self sufficiency of adults and seniors. 4. Develop and support services, programs, and initiatives that enrich our residents' quality of life.

Required Disciplines:

To sustain operational excellence and serve as key enablers of the Strategic Initiatives

- | | | |
|-------------------------|--|-------------------------------|
| • Fiscal Stability | • Skilled, Competent & Diverse Workforce | • Accountability/Transparency |
| • Customer Satisfaction | • Essential Infrastructure | • Continuous Improvement |
| • Regional Leadership | | • Information Technology |

CLERK OF THE BOARD OF SUPERVISORS

2005-2006

ANNUAL REPORT



Services | Living | Working | Visiting | Government

home help search

CLERK OF THE BOARD OF SUPERVISORS

- Clerk of the Board
- Meetings of the Board of Supervisors
- Air Pollution Control Hearing Board
- Boards, Commissions and Committees
- Community Enhancement Application
- County Administration Center
- County Volunteer Program
- Disclosure Activities
- Notary Public
- Official County Documents
- Passports

2006 STATEMENT OF PROCEEDINGS

Click below for prior year's Statements of Proceedings
[\(2005\)](#) | [2004](#) | [2003](#) | [2002](#) | [2001](#) | [2000](#) | [1999](#) | [Before 1999](#)

PROCEEDINGS DATE	APPROVAL DATE	MEETING TYPE
May 17	DRAFT	REGULAR MEETING OF THE BOARD OF SUPERVISORS (PLANNING AND LAND USE)
May 16	DRAFT	REGULAR MEETING OF THE BOARD OF SUPERVISORS
May 16	DRAFT	REGULAR MEETING OF THE AIR POLLUTION CONTROL BOARD
May 16	DRAFT	REGULAR MEETING OF THE SAN DIEGO COUNTY FLOOD CONTROL DISTRICT
May 16	DRAFT	REGULAR MEETING OF THE IN-HOME SUPPORTIVE SERVICES PUBLIC AUTHORITY

CONTENTS

Strategic Plan.....	Inside Front Cover
Mission Statement/Aspirations.....	2
Introduction.....	3
County Board of Supervisors.....	4
Program Accomplishments/Goals.....	5
Executive Office.....	5
Legislative Services.....	8
Public Services.....	10
CAC Facilities Services.....	12
Board General Office.....	15
CAC Major Maintenance.....	16
Financial Data.....	17
Clerk of the Board of Supervisors Team.....	18
Employee Recognition.....	19
Service to the Community/Conclusion.....	20
Required Disciplines.....	Inside Back Cover





AFFIRMING THE HIGHEST

CLERK OF THE BOARD DEPARTMENT 2005/2006



Sid
Alvendia



Grace
Andoh



Sara
Brown



Jim
Browning



Cristina
Carles



Ariel
DeJesus



Evonne
Ellis-Foster



Alex
Fialho



Divina
Francia



Frank
Galang



Jose
Gomez



David
Hall



Carlos
Hyche



Raul
Ibanez



Darnell
Johnson



Kellie
Kellogg



Evelyn
Lam



Glicería
Magpayo



Ray
Mahler



Marvice
Mazyck



Maria
Nepomuceno



Diana
Ortiz



Sarah
Panfil



Thomas
Pastuszka



James
Parks



Jocelyn
Porter



Lixya Preston
de Silva



Harold
Randolph



Medy
Raval



Carlos
Ruiz



Cathy
Santos



Melissa
Tibayan



Maria
Tiscareño



Nancy
Vizcarra



John
Young



Teresa
Zurita

The Clerk of the Board of Supervisors Department is committed to provide consistently excellent service and support to the Board of Supervisors and the people we serve in an efficient and friendly manner.

FROM THE OFFICE OF THE CLERK OF THE BOARD

Emerson described success as the ability “to laugh often and much, to win the respect of intelligent people and the affection of children, to earn the appreciation of honest critics... to appreciate beauty, to find the best in others, to leave the world a bit better,... to know even one life has breathed easier because you have lived.” In essence, success requires focusing on what is significant – to affirm the highest – in what we do.

We affirm the highest in our relationships. We understand the importance of respecting others, developing trust and ensuring follow-through. This helps establish us as credible and dependable.

We affirm the highest in providing consistently outstanding service. We understand that it is not just important to do a great job. The manner in which we carry out our responsibilities will also define us.

We affirm the highest in focusing on the development of our staff. We understand that providing excellent training will help staff reach their highest potential. A more highly trained and motivated staff benefits all our customers.

We affirm the highest in efficiently performing our tasks. We understand that investing in technology and streamlining procedures allows us to focus on our customers’ needs. We can accomplish our mission better, faster, and more economically.

We affirm the highest in administering the County Administration Center. We understand the importance of this historic facility as a symbol of regional government and a home to elected officials and county departments and agencies. Safety and security are important to our employees and the public.

Throughout this report you will see the achievements made by the Clerk of the Board team. I am appreciative of the support of the Board of Supervisors and the County Management Team the past fifteen years I have served as Clerk, as well as the past ten years as Administrator of the County Administration Center. It is the commitment and hard work of each of our outstanding staff members who make these achievements possible.

We look forward to continuing to serve the Board of Supervisors and the public, and are pleased to share this report which lists our accomplishments as well as our goals and plans for the future.

Respectfully,



Thomas J. Pastuszka, CCB
Executive Officer/Clerk of the Board of Supervisors





BOARD OF SUPERVISORS



Greg Cox
Supervisor
District One



Dianne Jacob
Supervisor
District Two



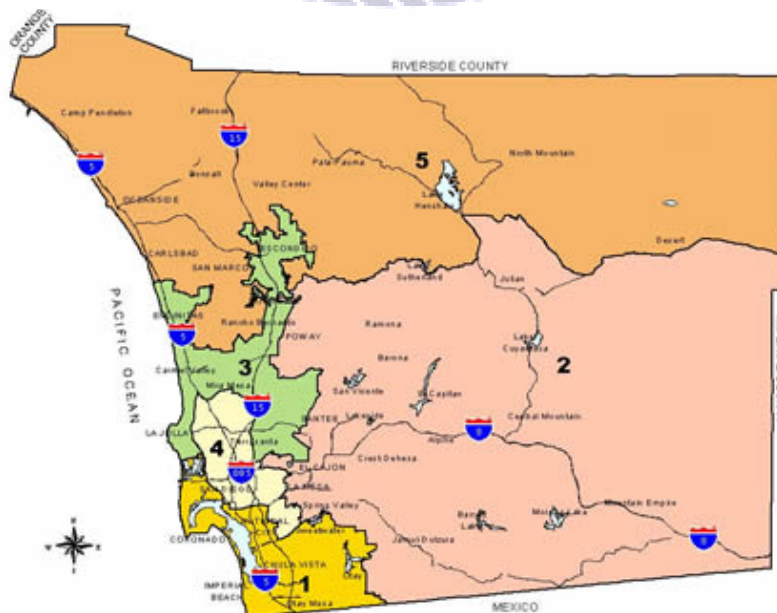
Pam Slater-Price
Supervisor
District Three



Ron Roberts
Supervisor
District Four



Bill Horn
Supervisor
District Five





2006 Executive Office

Cristina Carles, James Browning, Thomas Pastuszka,
David Hall, Marvice Mazyck

PROGRAM DESCRIPTION

The Executive Office of the Clerk of the Board provides leadership for carrying out the Clerk of the Board Mission and is responsible for efficient and effective administration of the Clerk of the Board department and Board General Office operations. Provides direct support to the Board of Supervisors, Special Districts, City Selection Committee, and provides administration of Labor Relations Ordinance. Processes and tracks referrals of communications to the Board, Chief Administrative Officer, County departments, and agencies. Prepares and monitors the department and Board district budgets. Responsible for maintenance, security, grounds, landscaping, custodial services and space planning for the 18-acre County Administration Center (CAC) complex. Oversees the CAC Master Plan guiding general use plans for the historic County Administration Center. Manages over \$12 million of budgets and trust accounts.

2005/2006 ACCOMPLISHMENTS

Expanded Intranet to include alphabetic, interactive, and user-friendly presentation of CAC Tenants Guide.

Provided Sexual Harassment Prevention training to all members of the department.

Provided Respect in the Workplace training to employees in the department.

Provided Legal and Ethical Standards training to staff.

Implemented a quality review of twenty percent of department procedures as part of our annual sunset review.

Achieved an average score of "excellent" on 1,902 customer surveys.

Pursued succession planning efforts ensuring maintenance of service levels in all programs.

Conducted monthly Quality First Plan updates for all department staff.

Identified and organized classes to create training specific to each level of the department.

Supported the Work Safe/Stay Healthy program's efforts to reduce hours of lost productivity over FY 04-05.

Regional Leadership

In 2005, the California Clerk of the Board of Supervisors Association (CCBSA) established a program to recognize those Clerks of the Board who have achieved the highest levels of professionalism and leadership throughout the state. The association created the Certified Clerk of the Board (CCB) designation to be granted upon the achievement of specific requirements in education, experience and professional participation and contribution. In December of 2005, the first CCB designation in the state was conferred upon San Diego County's Clerk of the Board, Thomas Pastuszka. We are proud of the respect and appreciation of our peers that is represented by the CCB designation as we continue to "affirm the highest" in regional leadership.





EXECUTIVE OFFICE

2006-07 GOALS

Procure and integrate into Board Chambers a state-of-the-art touch-screen voting system to replace antiquated system.

Develop and implement a training program, video and materials for CAC deputies and security staff to ensure the security of workers and visitors at the Administration Center.

Establish in-house payroll training sessions to improve the accuracy and efficiency with which staff record their time, request leave, submit their time cards, etc.

Revise COB Policies/Procedures as appropriate to improve communication with staff with regard to their notary commission, passport acceptance agent status, deputy clerk status, and other vital information.

Revise and modernize Board Office inventory process to include the use of bar-coded assets to increase efficiency and ensure accuracy of data.

Coordinate and facilitate the Clerk of the Board program at the California Association of Clerks and Elected Officials conference in July 2006.

Design and implement a training course on basic accounting principles to include the cash drawer, petty cash and notary checks and balances.

Review and revise as necessary at least 20% of all program procedures and place revised procedures in centrally located electronic repository as part of our sunset review process.

All staff will complete Respect in the Workplace Training in 2006/07.

Revise existing Business Continuity Plan to conform with new County standard.

Make presentations to community, service or industry groups, and submit articles to professional trade journals or other publications; and submit applications for recognition from regional, state or national programs to assist in County's efforts to tell our story.

All unclassified managers shall complete an ethical standards training course and ensure it is applied to their programs.

Ensure that staff are familiar with the goals of the county and department by conducting monthly departmental updates on the status of all Quality First Plan goals and the financial status of the department.

Establish a user-friendly database for the tracking and reporting of internal customer survey cards.

Include measures developed with the use of performance workshops in 06/07 EPR goals.



Marvice Mazyck
Board Assistant III

Affirming the Highest Standards in Training and Development

We recognize that human resources are the Clerk of the Board's primary assets and human resource development is a prime contributor to excellent customer service, organizational effectiveness and individual satisfaction and productivity. We strive to develop new programs and processes that can be used by our staff to achieve their professional development goals and work to continually improve those tools that exist.

New Hire Training and Orientation

The department continued its nationally-recognized new hire training and orientation program in 2006, with our most recent group of participants graduating in May.

The Clerk of the Board's training and orientation program was conceived by our staff in the Fall of 2003 during our General Management System (GMS) retreat process. The department's Training and Development Committee then proposed a framework, which was further developed by the management team. The resulting five-part program has been in place since 2004.

In 2005, Clerk of the Board was honored by the National Association of Counties as an Achievement Award Winner for our training and orientation program. The NACo Achievement Award Program recognizes counties for improving the management of and services provided by county government.



Newly hired Jocelyn Porter, Alex Fialho, Maria Nepomuceno and Medy Raval join Program Managers Harold Randolph and Grace Andoh. The "Boot Camp" stage of our orientation program includes a major focus on upholding our high standards of customer service.

Establishment of Training Guidelines

This year, training guidelines were developed to assist managers and their staff in establishing training goals beneficial to staff development and consistent with the needs of the department. We encourage the staff of the department and their managers to mutually develop training and development goals within the context of the Employee Performance Report. Training and development guidelines are a tool that can be used to identify the training our team members can use in order to develop themselves and become more effective in meeting the goals of the department.

The terms "Trainee," "Generalist," "Lead," and "Specialist," are used to reflect and communicate the experience, training achieved, and knowledge possessed by a Board Assistant in the areas of instruction specified in the guidelines. The pursuit and completion of training is one factor considered in the Clerk of the Board's promotional selection process.

Training Resource Manual

This year, the department's Training and Development Committee was tasked with developing a means of helping guide Clerk of the Board staff in their pursuit of educational achievement. After studious research, the results were compiled and placed in a Training Resource Manual available to all team members. The manual contains information about balancing school, work and family, tuition reimbursement, tax benefits, County training, and on-line training. It contains information from 14 local and national universities. The manual is yet another tool that staff can access to help them pursue their educational goals and achieve their professional development goals.



LEGISLATIVE SERVICES



2006 Legislative Services

First Row : Alex Fialho, Kellie Kellogg, Gliceria Magpayo, Sara Brown

Second Row: Cathy Santos, Harold Randolph, Teresa Zurita

Third Row: Divina Francia, Nancy Vizcarra, Grace Andoh

PROGRAM DESCRIPTION

The Legislative Services program provides support services to the Board of Supervisors such as the preparation and distribution of agendas and statements of proceedings, processing of official documents and legal publication requests, administering the referral tracking system, and maintaining the Rules of Procedure, Board Policy Manual and the County Charter.

Legislative Services also administers the Property Tax Assessment Appeals process, which entails accepting appeals, scheduling hearings, coordinating appeals board member training, clerking hearings, and other support services.

Additional responsibilities include clerking and providing support to Air Pollution Control District Hearings; Providing customer assistance to organizations applying through the Community Enhancement application process; Providing support to the City Selection Committee; Providing administrative assistance to County Hearing Officers.

2005-2006 ACCOMPLISHMENTS

- Participated in process to replace CBAA system with a new property tax administration system in collaboration with the Assessor, Tax Collector and Auditor/Controller.
- Made greater use of electronic communications thereby reducing hard copy distribution costs of such items as Ordinances, Resolutions, Form 700 notifications, etc.
- Implemented a quality review of twenty percent of program procedures as part of our sunset review.
- Completed 90 Percent of draft Board of Supervisor Statement of Proceedings within 24 hours of each Board Meeting.
- Quality reviewed and entered into the computer over 90 percent of property tax assessment appeal applications system within 7 days of receipt during the filing period.
- Coordinated annual Assessment Appeal Board Member training to meet state mandate and enhance member skills.
- Worked with the State Air Resources Board to schedule and conduct training for Air Pollution Control Hearing Board Members.

2006-2007 GOALS

- Develop and make available on-line an agent's guide for property tax assessment appeals.
- In accordance with the Chief Administrative Officer's direction, pursue efforts to replace the existing COB Document Management System with Documentum.
- Develop and conduct at least four training sessions on elements of customer service, FAQ and mission-critical tasks to improve knowledge and skills of team.
- Complete at least 2 Business Process Re-engineering improvements that results in (1) increased productivity and/or customer service; or (2) new or increased revenue; or (3) reduced costs
- Replace the use of cassette tapes to record Board of Supervisors and other meetings with portable digital recording equipment.
- Implement and monitor system by which personnel are held accountable for ensuring the maintenance of the COB Internet pages associated with their tasks to ensure that they are up-to-date and complete
- Include measures developed with the use of performance workshops in Employee Performance Reviews.
- Review and revise as necessary at least 20% of all program procedures and place revised procedures in centrally located electronic repository.



Gliceria Magpayo
Board Assistant I



PUBLIC SERVICES



2006 Public Services

*First Row: Sarah Panfil, Melissa Tibayan, Frank Galang, Lixya Preston de Silva
Second Row: Evonne Ellis-Foster, Medy Raval, Raul Ibañez, María Nepomuceno,
Jocelyn Porter, María Tiscareño, Evelyn Lam, Diana Ortiz*

PROGRAM DESCRIPTION

The Public Services program serves as the first point of contact for members of the public when they visit our office. The program provides services including passport application acceptance, notary public service, sales of money order and requests for official records. The program is responsible for scheduling County Administration Center (CAC) facility use by county, non-county groups or persons and coordinating usage of CAC rooms/facilities for special events. Public Services also provides management oversight for the Board General Office and administrative support to the District Offices.

Additionally, Public Services plays a role in ensuring regulatory compliance and serving the community by notifying Groups of dates for Sunset review of County policies, ordinances, and codes; notifying County Boards, Commissions, and Committees of dates for Sunset review of BCC policies, and reporting results; ensuring public awareness of Board, Commission, and Committee volunteer opportunities; ensuring public awareness of Lobbyists ordinances; providing information to the public concerning public agencies by filing annual report; highlighting the County's Volunteer Program and recognizing the contributions of participants; ensuring that mandated financial statements are filed in accordance with established regulations; providing development map services such as receiving tax security deposits, documents and fees; processing tax payments and refunds; releasing bonds and letters of credit; overseeing the codification of the Regulatory and Administrative Codes.

2005-2006 ACCOMPLISHMENTS

- Implemented a quality review of twenty percent of department procedures as part of our sunset review.
- Responded to 100 percent of record requests within 10 days of receipt.
- Assisted Chief Administrative Office by notifying Groups of dates for Sunset review of County policies, ordinances, and codes.
- Notified County Boards, Commissions, and Committees of dates for Sunset review of BCC policies, and coordinate and report results in compliance with County policy.
- Increased public awareness of Board, Commission, and Committee volunteer opportunities.
- Highlighted the County's Volunteer Program to increase public awareness, and recognize outstanding contributions from participants.
- Scheduled new staff within public services to receive federal training and U.S. Passport Acceptance agents.
- Provided information concerning public agencies for which the Board is the Governing body by sending Roster of Public Agencies Filings to State and County Clerk.
- Provided information to the public concerning public officials by ensuring that mandated statements are filed in accordance with established regulations.
- Implemented revised Notary Public Policy and Procedures to enhance training, improve service, and ensure compliance with all applicable laws and regulations.

2006-2007 GOALS

- Encourage and support public participation in local government by celebrating County volunteers and making information about citizen advisory boards available to the public.
- Ensure that County Policies and Code Sections are current by notifying each of the five groups of any Policy or Code that has not been reviewed by the sunset review deadline.
- Conduct biennial review of County Conflict of Interest Codes.
- Revise Form 700 process to make it faster, more accurate, self-service, more intuitive, less labor intensive. Include online guide for filers, training with agency contacts, electronic notifications.
- Increase revenue associated with passport acceptance, notary and money- order activities by expanding marketing campaign and investigating the establishment of off-site and after hours services.
- Revise the CAC parking permit process and re-issue all CAC permits to ensure the accuracy of the data and enhance employee accountability.
- As individual performance reviews are conducted, ensure that measures developed with the use of performance workshops are included in the following year goals.

Frank Galang
Program Manager





FACILITIES SERVICES



2006 Facilities Services

First Row: John Young, Sid Alvendia, Jose Gomez

Second Row: Darnell Johnson, Carlos Ruiz, Ariel De Jesus, Carlos Hyche

Third Row: James Parks, Ray Mahler

PROGRAM DESCRIPTION

The Facilities Services program of the Clerk of the Board of Supervisors is responsible for maintaining the 18-acre property of the County of San Diego at the Embarcadero District of the City of San Diego. The complex houses the County Administration Building and the JB Askew Building with more than 360,600 square feet of public meeting rooms, office space, and public health facility. It also includes 212,694 sq. ft of landscaped areas, a lath house, and two parking lots with a total of 1,100 parking spaces.

Facilities Services is responsible for maintaining and improving life-and-fire safety conditions of the facility; providing efficient operation of facility systems and equipment, effective management of CAC major maintenance projects, personnel and historical preservation of the building, sufficient availability of security and custodial services to tenants and public at the facility; and quick response to all types of equipment and personnel emergencies.

2005-2006 ACCOMPLISHMENTS

Decreased operating costs of the County Administration Center facility by focusing on energy conservation and equipment modification.

Revised Facility Services procedures such that Facilities staff now enter completed work orders on the MP2 maintenance system.

Conducted monthly safety report analysis and appropriate follow-up.

Conducted bi-monthly safety meeting updates and self-help safety training classes.

Continued the use of departmental safety committee to identify and address safety issues within the department.

Continued "Holiday Tree" to benefit San Pasqual Academy and contribute to other charitable causes.

Continued commitment to on-going maintenance and facilities improvement projects.

- Refurbished JB Askew Boilers and Heating system.
- Refurbished accessible restroom in room 402.
- Performed maintenance in all clean outs in the restrooms.
- Replaced partitions between urinals and water closets as needed.

Continued commitment to improve County Administration Center (CAC) landscape and garden.

Installed roof turbines in the Landscape Maintenance Shop.

Maintained machinery and safety equipment/plans.

- Tested AHU shut down devices during the Fire Alarm Test.
- Updated emergency procedures incorporating the Sheriff staff and new man-down system.

Conducted hands-on tool safety training.

2006-2007 GOALS

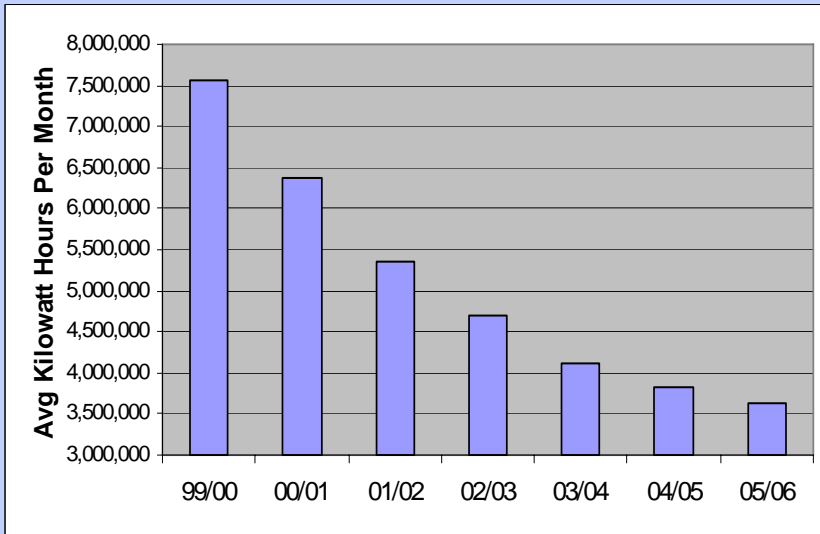
- Investigate and implement the means to increase oversight and participation of the Clerk of the Board in all construction projects conducted at the Administration Center.
- Introduce the use of water-retaining and environmentally sound compost around landscapes and gardens as appropriate to reduce the use of water at the CAC.
- Refurbish the landscaping on the East Plaza to improve the appearance of the CAC flora.
- Improve staff awareness of safety issues that affect them by ensuring that bi-monthly safety meetings are conducted and self-help safety training classes are made available.
- Continue to pursue conservation efforts such as the modification of existing equipment, the modernization of equipment and reviewing the operating hours of resource consuming activities to reduce consumption of gas, electric and/or water at the CAC.
- Reduce expenditures for gardening equipment and infestation control by developing and implementing gardening equipment preventive maintenance, developing and utilizing a year-round plan and schedule for seasonal planting and insect control.
- Decrease the average time required for flood trouble calls.
- Conduct "Holiday Tree" charitable event at the CAC to benefit San Pasqual Academy and/or other charities that enhance opportunities for the children of San Diego County.
- Maintain or increase 95% timely completion rate for County Administration Center preventive maintenance work orders.



CONSERVATION

Conserving Limited Resources

The Clerk of the Board is dedicated to the environment and the conservation of natural resources. Since the Board appointed the Clerk of the Board to be administrator of the County Administration Center in 1996, the Facilities Services program has endeavored to integrate conservation practices throughout its operation. Facilities Services' conservation efforts range from modernizing equipment and seeking out energy-efficient products to reducing the operating hours of non-essential machinery.

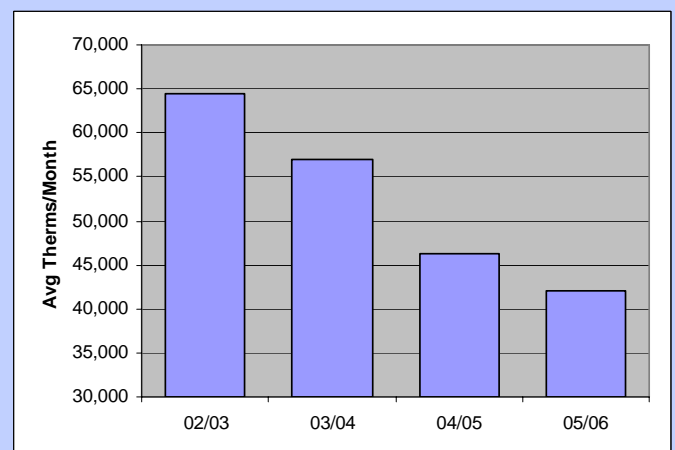


Much of the energy savings of the past several years has been the result of equipment modification and a reduction of operating hours. Modifications such as the use of motion detectors that turn off lights when rooms are unoccupied, high-efficient lighting systems, and modern fixtures in public restrooms have resulted in reductions in electric, water, and gas usage for several years running. Reducing the operating hours of nightlights, fountains and boilers have contributed to both the cost savings and the preservation of natural resources.



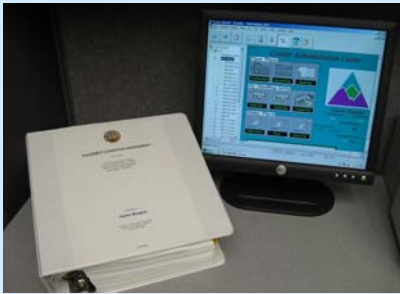
Ariel De Jesus
Building
Maintenance
Engineer

The Clerk of the Board's Facility Services has integrated conservation practices into our existing processes of preventive maintenance, handling trouble tickets, and project development. As equipment comes due for maintenance and when trouble tickets are called in, out-dated and faulty parts are replaced with more energy-efficient devices. Improvement projects are developed with the preservation of resources as part of the planning process. The result is a continuous improvement in the efficiency with which the County Administration Center consumes energy.



Affirming the Highest – The Jewel on the Bay

Since 1996, when the Clerk of the Board was appointed to be administrator of the historic County Administration Center, our focus has been in restoring the building to its former grandeur and establishing systems for regular preventive maintenance. This year we conducted a Property Condition Assessment and created a Major Maintenance Plan for the CAC. The project was designed to evaluate the current



The Ten Year Plan is a “living document” which helps guide resource allocation to help maintain and preserve the historic County Administration Center.



Condition of the building and look prospectively at the projects needed to preserve it for the enjoyment of future generations. The assessment consisted of a visual survey of the accessible primary building systems, interviews with Clerk of the Board Facilities staff and management and review of available blueprints and building records. The scope of the project includes mechanical systems, plumbing systems, electrical systems, roof areas and exterior surfaces. The project cataloged and bar coded major pieces of building equipment and provided a report discussing the general condition and performance of major building interior components, and will be the basis for prioritizing and financing Major Maintenance projects over the next ten years and beyond. One outcome of the effort is a computerized database that includes the expected condition of the mechanical, electrical, plumbing and other systems and provides an annual task schedule with costs for necessary maintenance and/or replacement. As these tasks are completed and entered into the computer, the database refreshes and pushes those tasks out to the next estimated maintenance and/or replacement date. This provides us with a “living document” that is always current and dependable for planning and budgeting.

We are proud to be the custodians of the historic County Administration Center and the Major Maintenance Plan will help to ensure the building receives the care and attention worthy of “The Jewel on the Bay.”

Board General Office

The Clerk of the Board serves as the Executive Officer of the Board in providing administrative support to, and management of, the Board General Office operations. The Board General Office supports the reception area for the Board, supports the Board Chair through the Chair’s Assistant, and assists in the procurement of supplies to the Board Offices. The Clerk of the Board is also charged with providing budget/fiscal procedure support for Board District Offices, maintaining management reports for salary/benefits, services and supplies, fixed assets and special expenses to assist in developing budget proposals and tracking expenditures, and administering personnel matters related to the Board District Offices.

Maria Tiscareño
Legislative Assistant II





MAJOR MAINTENANCE



PROGRAM DESCRIPTION

Established by the Board of Supervisors in December 1997, this program supports major maintenance projects at the County Administration Center. Under direction of the Clerk of the Board of Supervisors and in consultation with CAC tenant departments, projects are established to maintain the historic building and grounds. In FY 99/00 and again in FY 00/01, the Board of Supervisors action creating a Countywide Deferred Major Maintenance Program supplemented this budget.

The mission of this program is to provide major maintenance services to common areas of the County Administration Center.

2005-06 Accomplishments

- Replaced carpet in public hallways.
- Resurfaced flat roof areas on West side.
- Resurfaced exterior balcony floors north and south.
- Replaced air conditioning unit for 9th Floor telephone switch room.
- Completed a plan for Americans with Disabilities Act (ADA) upgrade in the South Board Chambers conference room.
- Replaced cooling tower pump motor.
- Cleaned and refinished metal door and window trim at South main entrance.
- Initiated an energy conservation project for Heating, Ventilation, and Air Conditioning (HVAC) central plant equipment and controls.
- Implemented a multi-year automated Major Maintenance Reserve Program for the Administration Center.
- Completed Americans with Disabilities Act (ADA) upgrade in the North basement restroom.



Supervisor Pam Slater-Price and Supervisor Greg Cox join Thomas Pastuszka in dedicating the reopening of the basement restroom which was upgraded and made accessible, including the wheelchair lift pictured above.

2006-07 Objectives

- Replace roof on Southeast wing of the building.
- Replace exterior metal railings around the building.
- Replace outdated air conditioning unit for computer room on second floor South.
- Convert old mainframe computer room in basement to Information Technology training labs for employees.
- Begin projects as an outcome of the multi-year automated Major Maintenance Reserve Program.

	FY 2004-2005 Adopted	FY 2005 – 2006 Adopted	FY 2006 – 2007 Proposed
CLERK OF THE BOARD			
Executive Office			
Staffing	5.0	5.0	5.0
Budget	\$948,138	\$965,817	\$996,949
Public Services			
Staffing	11.0	11.0	11.0
Budget	\$786,938	\$861,740	\$882,599
Facilities Services			
Staffing	11.0	10.0	10.0
Budget	\$3,065,188	\$3,686,418	\$3,720,848
Legislative Services			
Staffing	10.0	11.0	11.0
Budget	\$794,355	\$932,279	\$948,858
CLERK OF THE BOARD TOTAL			
Staffing	37.0	37.0	37.0
Budget	\$5,594,619	\$6,446,254	\$6,549,254
BOARD OF SUPERVISORS/GENERAL OFFICE			
District 1			
Staffing	10.0	10.0	10.0
Budget	\$1,027,346	\$1,027,346	\$1,149,611
District 2			
Staffing	11.0	11.0	11.0
Budget	\$1,054,121	\$1,054,121	\$1,159,533
District 3			
Staffing	11.0	11.0	11.0
Budget	\$1,015,560	\$1,015,560	\$1,117,116
District 4			
Staffing	12.0	12.0	12.0
Budget	\$1,027,346	\$1,027,346	\$1,078,713
District 5			
Staffing	13.0	13.0	13.0
Budget	\$1,114,642	\$1,114,642	\$1,226,106
General Office			
Staffing	2.0	2.0	2.0
Budget	\$940,845	\$833,092	\$1,071,547
BOARD OF SUPERVISORS TOTALS			
Staffing	59.0	59.0	59.0
Budget	\$6,179,860	\$6,072,107	\$6,802,626
COUNTY ADMINISTRATION CENTER MAJOR MAINTENANCE			
CAC Major Maintenance			
Budget	\$375,000	\$834,949	\$1,595,000



2005/2006 COB TEAM

Executive Office

Thomas J. Pastuszka
James W. Browning
David Hall
Marvice Mazyck
Cristina Carles

Executive Officer/Clerk of the Board of Supervisors
Assistant Clerk of the Board
Chief Deputy Clerk of the Board
Board Assistant III
Board Assistant II

Legislative Services

Grace Andoh
Harold Randolph
Sara Brown
Divina Francia
Kellie Kellogg
Catherine Santos
Nancy Vizcarra
Teresa Zurita
Alexandra Fialho
Gliceria Magpayo

Program Manager
Program Manager – Special Projects
Board Assistant III
Board Assistant III
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant I
Board Assistant I

Public Services

Frank Galang
Sarah Panfil
Lixya Preston De Silva
Raul Ibañez
Evelyn Lam
Diana Ortiz
Remedios Raval
Evonne Ellis-Foster
Maria Nepomuceno
Jocelyn Porter
Melissa Tibayan

Program Manager
Board Assistant III
Board Assistant III
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant II
Board Assistant I
Board Assistant I
Board Assistant I
Board Assistant I

Facilities Services

Sid Alvendia
Ariel De Jesus
James Parks
Darnell Johnson
John Young
Carlos Hyche
Raymond Mahler
Jose Gomez
Carlos Ruiz

Building Maintenance Supervisor
Building Maintenance Engineer
Building Maintenance Engineer
Building Maintenance Engineer
Building Maintenance Engineer
Building Maintenance Engineer Assistant
Construction and Services Worker II
Gardener Supervisor I
Gardener II

Board General Office

Natalie Clark
Maria Tiscareño

Chair's Assistant
Legislative Assistant II

Clerk's Award Recipients



Sara Brown

Frank Ortega

Sarah Panfil

Quarterly Award Recipients



Marvice Mazyck

Claire Tosh

Sarah Panfil

Ariel De Jesus

Annual Award Recipients



Raul Ibanez

Marvice Mazyck

Cathy Santos



Gliceria Magpayo
2006 Employee of the Year



Frank Galang

Ariel De Jesus

Harold Randolph



COMMITMENT TO COMMUNITY CONCLUSION

Commitment to Community

Staff of the Clerk of the Board department are committed to the County of San Diego. This is demonstrated by their involvement in both County organizations as well as other civic and community projects.

On August 29, 2005, the costliest and most deadly hurricane ever to hit the United States slammed into Southeast Louisiana. The Clerk of the Board organized an effort to collect food and money for the victims. Administration Center employees eagerly opened their hearts and wallets. Over 200 pounds of food items were taken to the San Diego Food Bank for transport to the affected areas, and over \$1,500 was donated to the American Red Cross.

In other charitable activities, Sara Burt organized the CAC blood drive for the second year running and coordinated "Daffodil Days" in the department, which benefits the Cancer Society. Cathy Santos organized the department's activities in support of the March of Dimes, and Frank Galang served as coordinator of the department's County Employees Charitable Organization. Sid Alvendia organized the annual "Tree of Hope" in the CAC lobby during the holidays, providing an opportunity for county staff and the public to make donations for ornaments, with all donations given to the youth of San Pasqual Academy.



John Young and Frank Ortega unload a food collection barrel put in place in the CAC lobby to aid victims of Hurricane Katrina.



**2005-2006 Clerk of the Board Department
Celebrations Committee**

Evonne Ellis-Foster, Darnell Johnson, Cristina Carles,
Evelyn Lam, Raul Ibañez, Divina Francia,
Lixya Preston de Silva, James Parks.

Conclusion

We are proud of our work as custodians of the historic County Administration Center and pleased to be recognized year after year for providing the highest levels of customer service. It is a privilege and honor to serve the citizens of San Diego County and the Board of Supervisors. We look back with satisfaction on a legacy of accomplishment and are committed to continuous improvement going forward. We will continue to seek ways of making our operation more efficient, we will continue to explore new and creative methods to improve and provide the most cost-effective service delivery to our customers, and we will work hard to perform our tasks in a manner that earns the trust and respect of the people we serve.

COUNTY OF SAN DIEGO

STRATEGIC PLAN FOR FISCAL YEARS 2006 - 2011

REQUIRED DISCIPLINES



If the County organization is not solvent, competent, responsive and adaptable, we cannot fulfill our obligations to the citizens we serve. In order to accomplish goals associated with any Strategic Initiative, the County must maintain a high level of operational excellence. This excellence depends upon adherence to key disciplines, which serve as enablers to the Strategic Initiatives.

To ensure adherence to key disciplines, the County rigorously tracks performance and risks using a variety of evaluation tools. These tools are part of the Monitoring and Control component of the GMS.

Required Disciplines include:

Fiscal Stability

Maintaining fiscal stability ensures our ability to provide services our customers rely on, in good times and in bad.

Customer Satisfaction

Our customers' satisfaction with the services we provide is a key indicator of our operational performance.'

Regional Leadership

Fulfilling our role as a regional leader enables us to forge cooperative partnerships and leverage additional resources for the residents of San Diego County.

Skilled, Competent and Diverse Workforce

A committed, capable, and diverse workforce is what turns plans and resources into achievement and success.

Essential Infrastructure

Providing the essential infrastructure, both physical and cyber, ensures the resources are in place to provide superior service delivery to our citizens.

Accountability/Transparency

Accountability to ourselves and to the public requires that County business be conducted as openly as possible, resulting in the efficient and ethical use of public funds.

Continuous Improvement

Ensure operational efficiency through continuous efforts to improve and innovate, thereby maximizing value for our taxpayers.

Information Technology

Using information technology systems as a tool to organize and access tremendous amounts of data to improve operational efficiency, decision making, and service to our customers.



County of San Diego
Clerk of the Board of Supervisors
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